The IES Virtual Environment

User Guide

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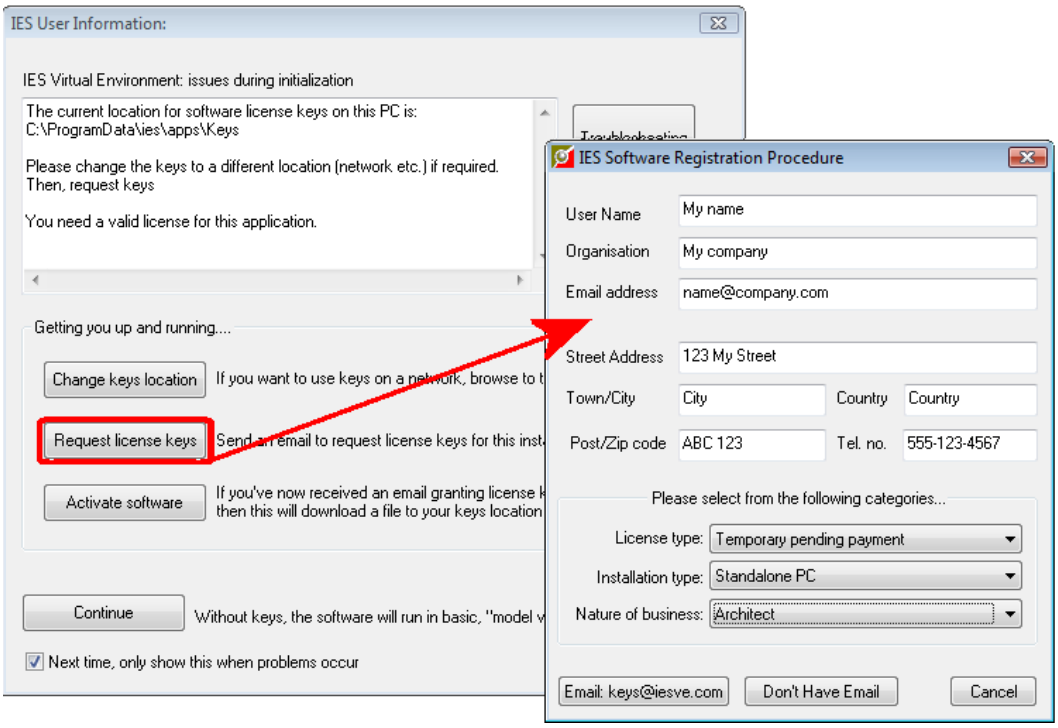
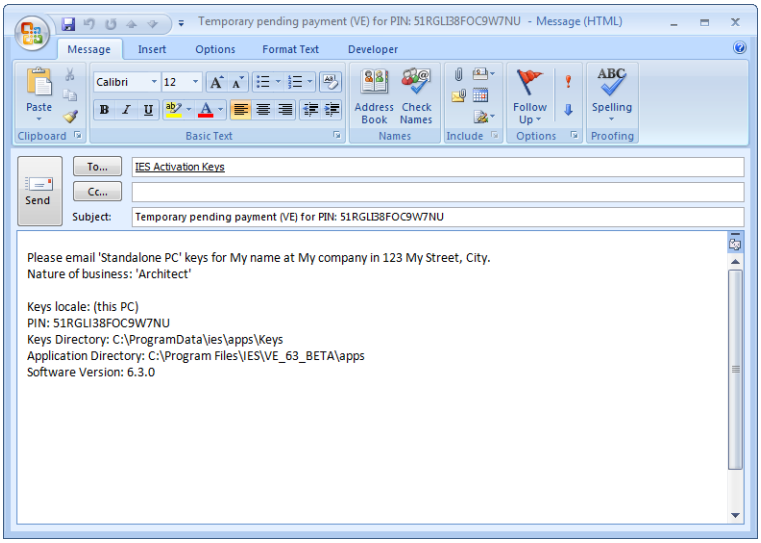
1 Registration

The first time you run your software, you will be presented with the IES User Information dialog that will allow you to request license keys to register the Virtual Environment for your installation.



Once complete, the user can click the button labelled **Email: keys@iesve.com** which will generate an automatic keys request email.



Once the email is sent to keys@iesve.com the team will process the request and send out a confirmation email to you (generally within 1 working day) and then you are ready to **Activate software**...

1.1 Activate Software

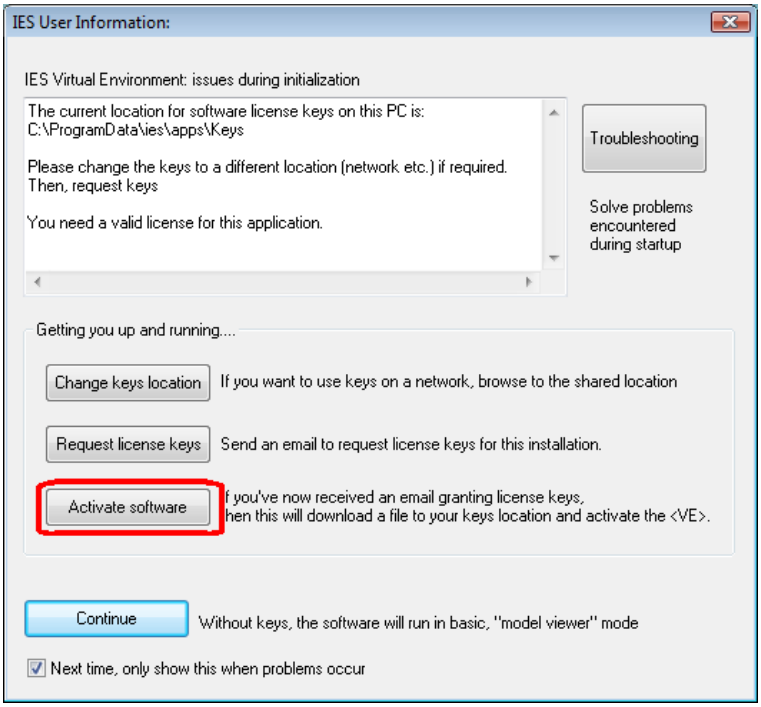
1.1.1 Receive confirmation email

Once you receive the email from our keys department it will read:

> "Hi
>
> Your IES Virtual Environment software keys are ready for download.
>
> To use the new software keys, please open the Virtual Environment and 'Activate software' either from the first dialog window or via the VE "Help" >"Activate Software" menu. The keys file will be downloaded and registered onto your pc, enabling you to immediately begin using the Virtual Environment."
>
> If you encounter internet connection problems, you can manually download your keys file to disk by using use the link below:
> …

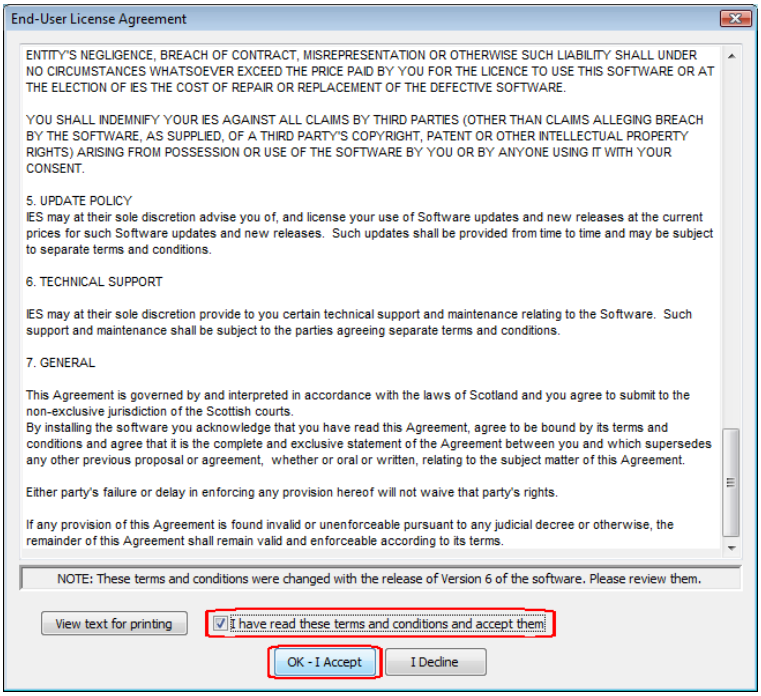
1.1.2 Click Activate software

When you open up the software the following dialogue box will appear – click Activate software in order to register the Virtual Environment.


IES User Information:
IES Virtual Environment: issues during initialization
The current location for software license keys on this PC is:
C:\ProgramData\ies\apps\Keys
Please change the keys to a different location (network etc.) if required.
Then, request keys
You need a valid license for this application.
Troubleshooting
Solve problems encountered during startup
Getting you up and running....
Change keys location
If you want to use keys on a network, browse to the shared location
Request license keys
Send an email to request license keys for this installation.
Activate software
f you've now received an email granting license keys,
hen this will download a file to your keys location and activate the <VE>.
Continue
Without keys, the software will run in basic, "model viewer" mode
Next time, only show this when problems occur

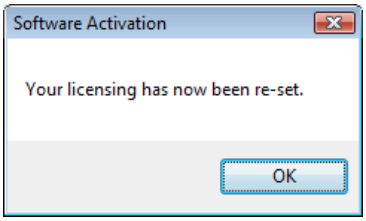
1.1.3 Read and accept license agreement

You will be presented with the End-user license agreement that you must accept in order to run the software.


End-User License Agreement
ENTITY'S NEGLIGENCE, BREACH OF CONTRACT, MISREPRESENTATION OR OTHERWISE SUCH LIABILITY SHALL UNDER NO CIRCUMSTANCES WHATSOEVER EXCEED THE PRICE PAID BY YOU FOR THE LICENCE TO USE THIS SOFTWARE OR AT THE ELECTION OF IES THE COST OF REPAIR OR REPLACEMENT OF THE DEFECTIVE SOFTWARE.
YOU SHALL INDEMNIFY YOUR IES AGAINST ALL CLAIMS BY THIRD PARTIES (OTHER THAN CLAIMS ALLEGING BREACH BY THE SOFTWARE, AS SUPPLIED, OF A THIRD PARTY'S COPYRIGHT, PATENT OR OTHER INTELLECTUAL PROPERTY RIGHTS) ARISING FROM POSSESSION OR USE OF THE SOFTWARE BY YOU OR BY ANYONE USING IT WITH YOUR CONSENT.
5. UPDATE POLICY
IES may at their sole discretion advise you of, and license your use of Software updates and new releases at the current prices for such Software updates and new releases. Such updates shall be provided from time to time and may be subject to separate terms and conditions.
6. TECHNICAL SUPPORT
IES may at their sole discretion provide to you certain technical support and maintenance relating to the Software. Such support and maintenance shall be subject to the parties agreeing separate terms and conditions.
7. GENERAL
This Agreement is governed by and interpreted in accordance with the laws of Scotland and you agree to submit to the non-exclusive jurisdiction of the Scottish courts.
By installing the software you acknowledge that you have read this Agreement, agree to be bound by its terms and conditions and agree that it is the complete and exclusive statement of the Agreement between you and which supersedes any other previous proposal or agreement, whether or oral or written, relating to the subject matter of this Agreement.
Either party's failure or delay in enforcing any provision hereof will not waive that party's rights.
If any provision of this Agreement is found invalid or unenforceable pursuant to any judicial decree or otherwise, the remainder of this Agreement shall remain valid and enforceable according to its terms.
NOTE: These terms and conditions were changed with the release of Version 6 of the software. Please review them.
View text for printing
I have read these terms and conditions and accept them
OK - I Accept
I Decline

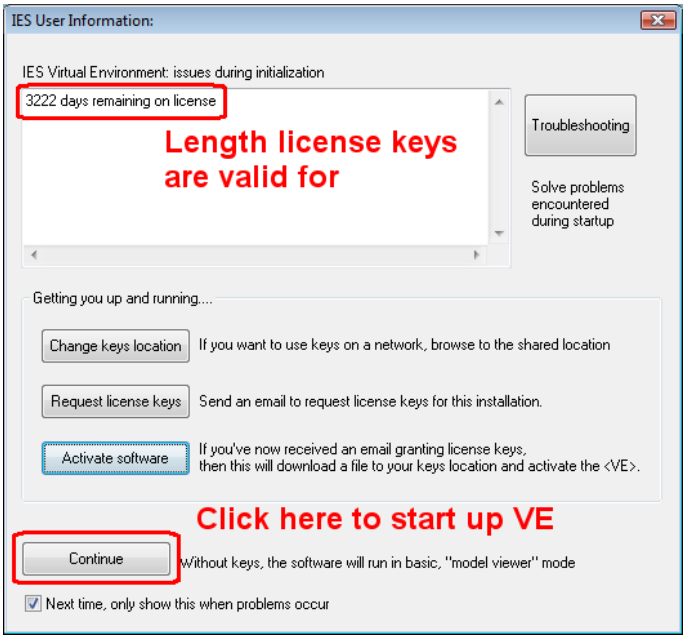
1.1.4 Dismiss confirmation message

When we accept the agreement we will see that the licensing has completed.



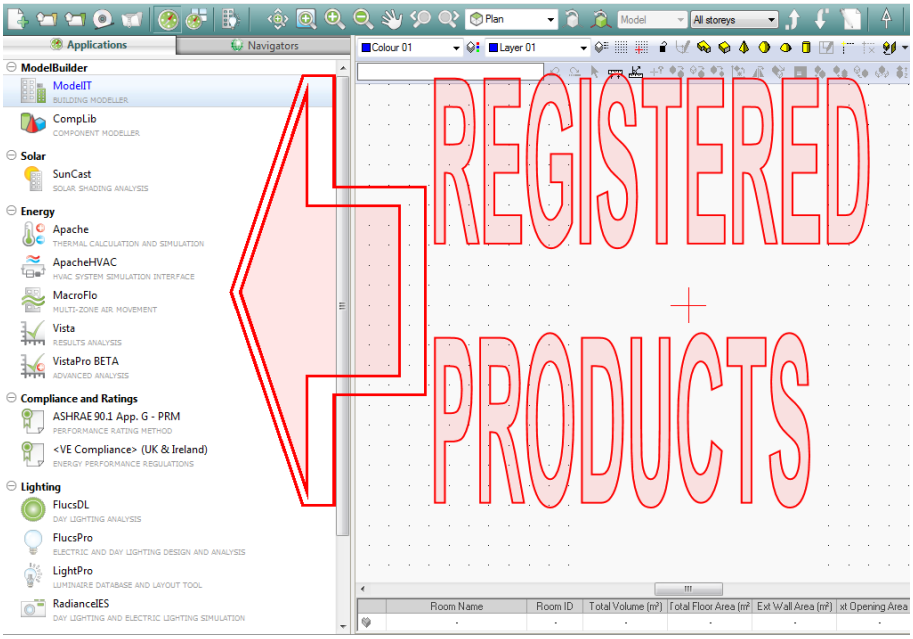
1.1.5 Check license period and continue to software

At this point the license keys have been downloaded from the IES Server to the local installation and the software can now be run. The window will now show the days remaining on the license and allow you to click **Continue** to launch the VE.


IES User Information:
IES Virtual Environment: issues during initialization
3222 days remaining on license
Length license keys are valid for
Troubleshooting
Solve problems encountered during startup
Getting you up and running....
Change keys location
If you want to use keys on a network, browse to the shared location
Request license keys
Send an email to request license keys for this installation.
Activate software
If you've now received an email granting license keys, then this will download a file to your keys location and activate the <VE>.
Click here to start up VE
Continue
Without keys, the software will run in basic, "model viewer" mode
Next time, only show this when problems occur

1.1.6 Enter the Virtual Environment

The Virtual Environment will now start up and we can see the registered products available to select from the Application Selector.



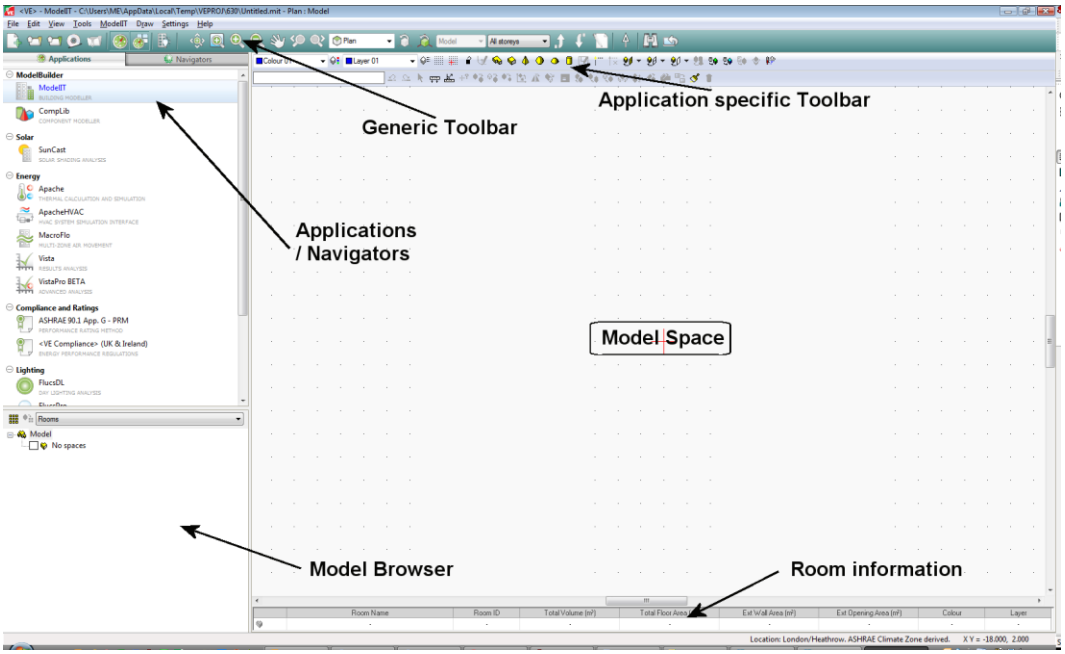
2 Introducing the Virtual Environment

2.1 What is the Virtual Environment?

The Virtual Environment is an integrated suite of applications linked by a Common User Interface (CUI) and a single Integrated Data Model (IDM). This means that all the applications have a consistent “look and feel” and that data input for one application can be used by the others. Modules such as “ApacheSim” for thermal simulation, “Radiance” for lighting simulation, and “SunCast” for solar shading analysis. “ModelIT” is the application used for input of 3D geometry used to describe the model.

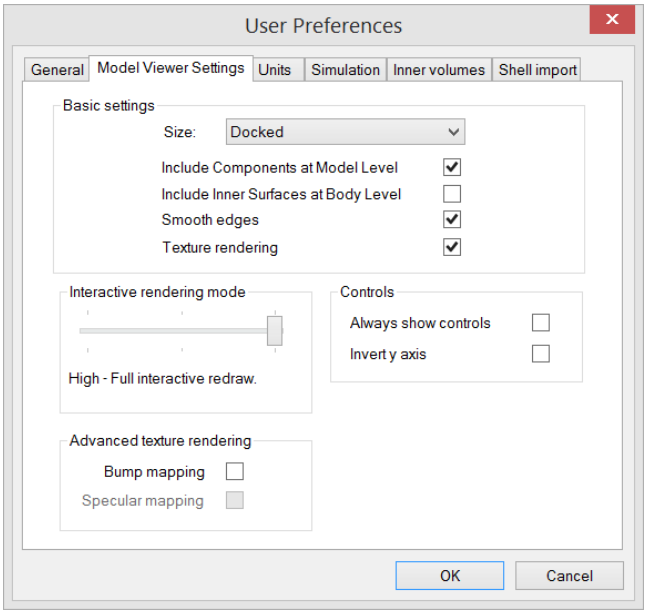
2.2 Starting the Virtual Environment

By default when you start the Virtual Environment a blank model space is initialised, and the “ModelIT” workspace is active.



2.2.1 Start-up preferences

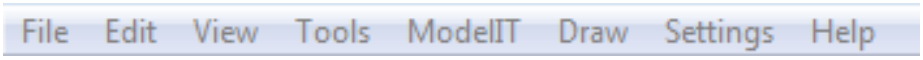
Other possible start-up options can be selected by ticking the required box from the “User Preferences” window obtained from the “Tools” > “Preferences” menu. (See section 3.2 & 4.1 for information on these options)



2.3 Components of the Virtual Environment

The “Common User Interface” consists of the following components:

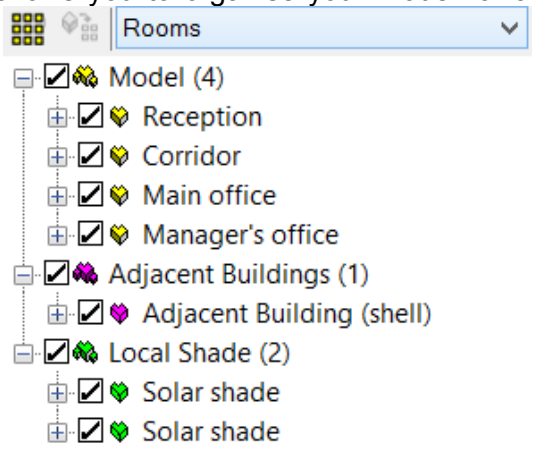
2.3.1 Pull-down Menu Bar



The titles on this menu bar change depending on the application that you are using at the time

2.3.2 Model Browser

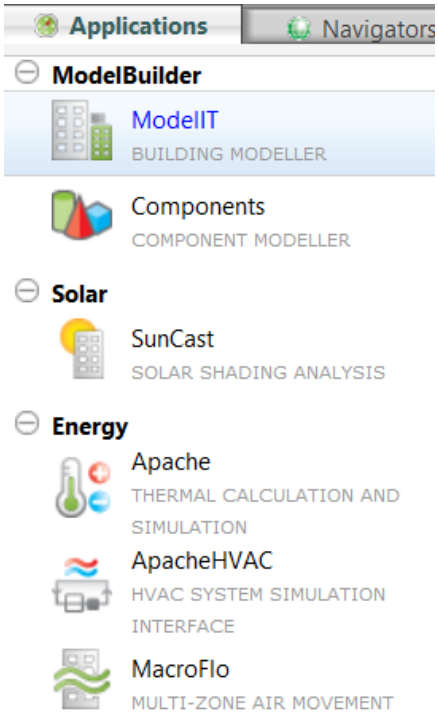
The main function of the model browser is that it allows you to organise your model for a faster work flow.



The model bodies will be automatically grouped by body type (Model/Adjacent Buildings/Local shade/etc.) for easier navigation. The number of bodies in each body type group will be shown in brackets.

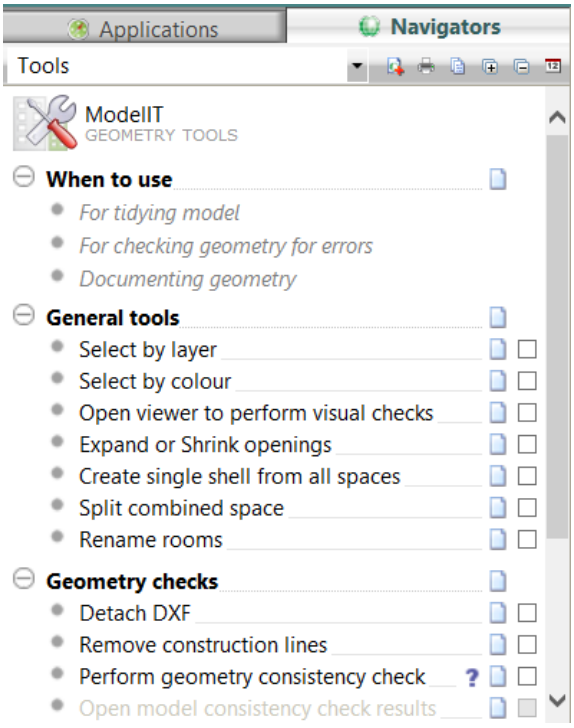
2.3.3 Application Selector

This area of the screen allows you to select the required application within the Virtual Environment

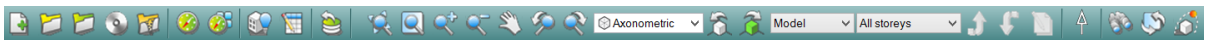


2.3.4 Navigator selector

This area of the screen allows you to select a navigator which will guide you through a particular area of the modelling/simulation workflow.



2.3.5 Generic Toolbar



New project
Open project
Import gbXML
Save project
Archive project
Toggle Navigator
Toggle Browser
BTM (Templates)
Tabular BTM
Add components

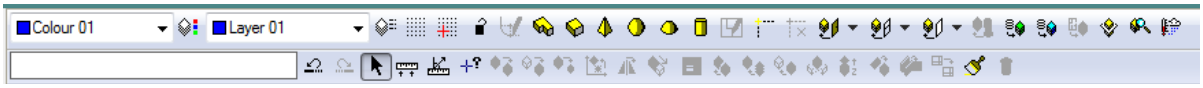
Fit view
Zoom window
Zoom in
Zoom out
Pan
Zoom previous
Zoom next
Axonometric
Select View
Axon.
Rotate

Model
Display mode
All storeys
Storey to display
Move up a view level
Move down a view level
Object list (edit mode)

Site rotation
Model viewer (basic)
Refresh display
Model viewer (advanced)

2.3.6 Application Specific Toolbar

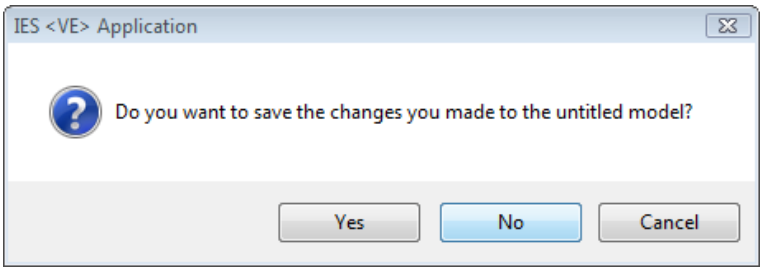
Each application tab has a different set of tools relevant to the module. The image below shows the buttons relevant to ModelIT. For more information on these and other application specific tools please refer

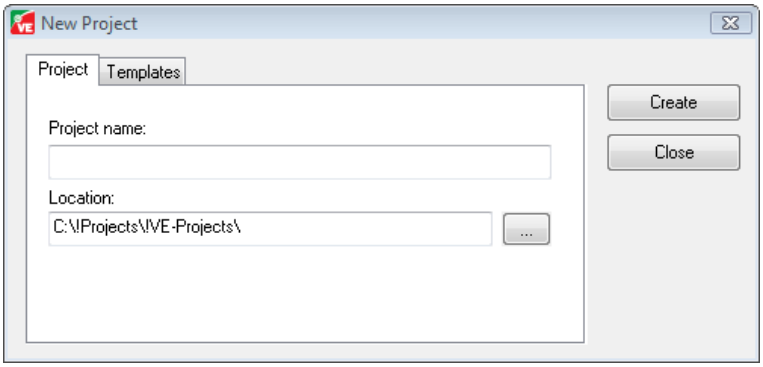


3 File Menu

3.1 Starting a New Project

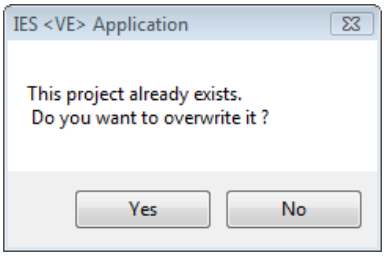
The default scenario is to initialise a new project, labelled “untitled”. When the user closes this, after creating some geometry, the user is prompted to give this project a name.





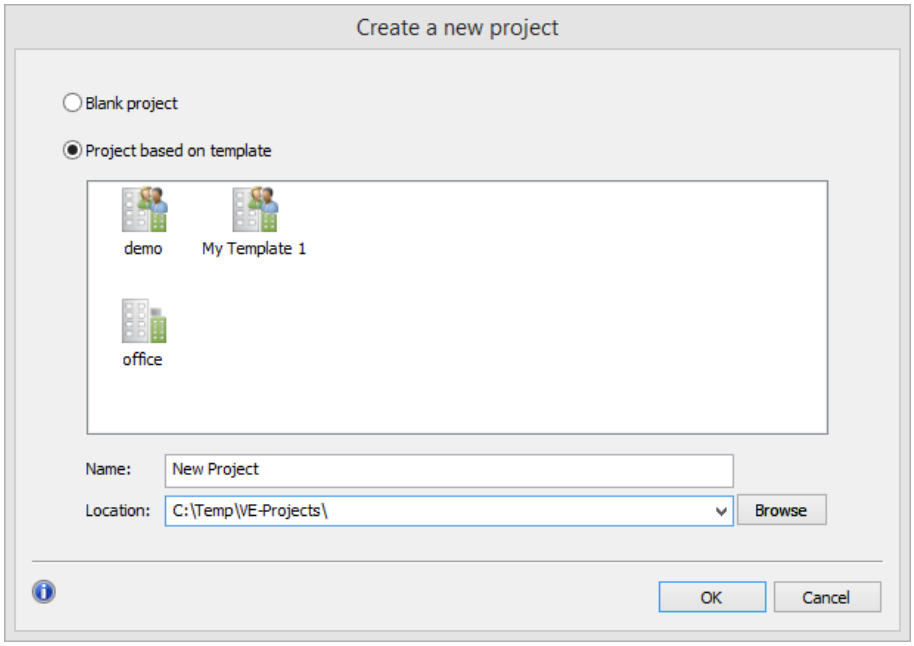
The user can browse to the required location and give the project an appropriate name. Using the “File” > “Save” or “File” > “Save As” options will also have this effect.

If the named project exists, then the following prompt is displayed –



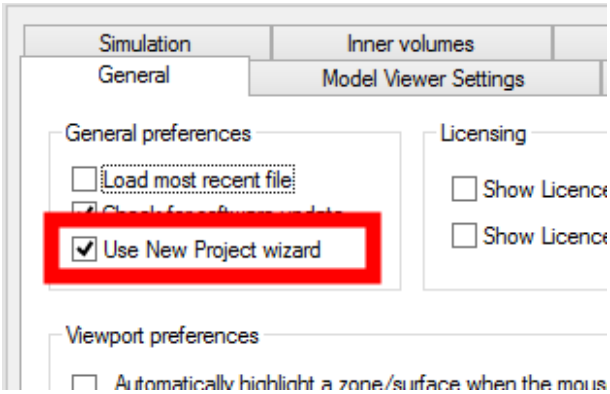
3.1.1 New Project Wizard

It may be desirable to start a new project with pre-populated data (templates; scheduling profiles; constructions; HVAC systems; etc.). This can be done using the New Project Wizard (version 2014.FP1 onwards).



3.1.1.1 Enable the new project Wizard

To enable/disable the new project wizard the following option must be set/unset in the user preferences.



3.1.1.2 The Project Template List

This list will show all the templates available in the two project template depots

System templates

These are simple, standard project templates shipped with the software.

Location: *C:\Program Files (x86)\IES\VE2014\apps\Templates\Depot*

Note: This is the default installation folder for Windows 7/8. Your installation may be different and can be found using the **troubleshooting** wizard within the Virtual Environment.

User templates

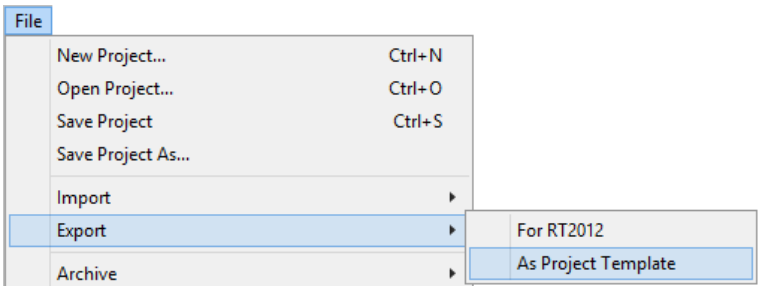
These are custom/user created project templates available to all users who use the current computer/installation.

Location: *C:\ProgramData\ies\apps\Templates\Depot*

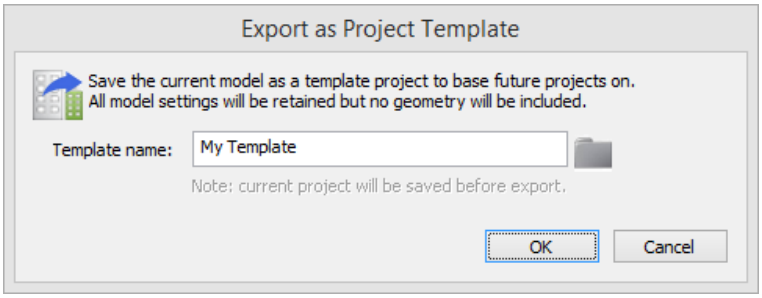
3.1.1.3 Exporting a project for use as a project template

Any active project can be exported for use as a project template to base new projects upon. All the model settings are retained but no geometry will be included in the save.

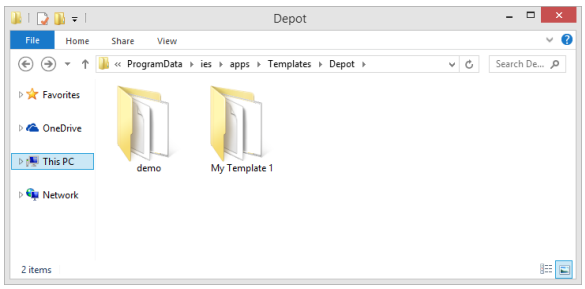
To export the current project select **As Project Template** from the **File>Export** menu:



This brings up simple dialog where the template name can be set.


Export as Project Template
Save the current model as a template project to base future projects on.
All model settings will be retained but no geometry will be included.
Template name:
My Template
Note: current project will be saved before export.
OK
Cancel

The folder icon ( ) opens a windows file explorer in the user depot where the user can browse the projects.

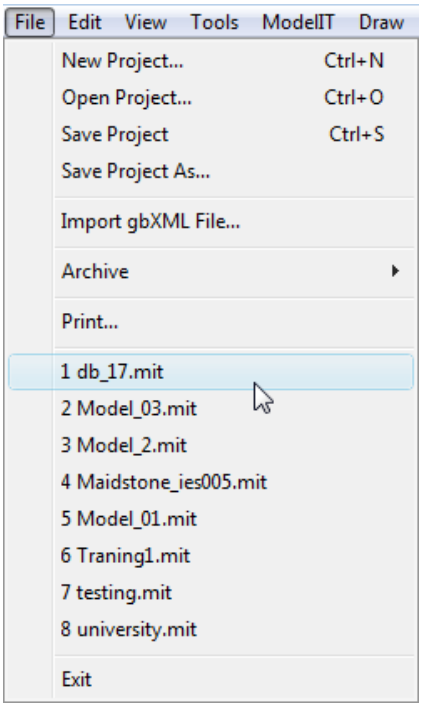


Copying a project folder into this location will result in it being available for selection as a project template the next time we create a new project.

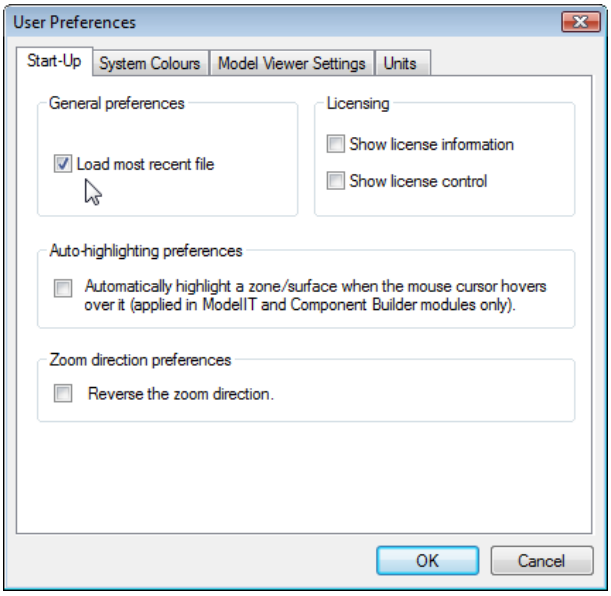
It is recommended that the **Export > As Project Template** option is used rather than manually copying files..

3.2 Activating a Recent Project

A list of recently active projects can be viewed in the “File” pull-down menu.

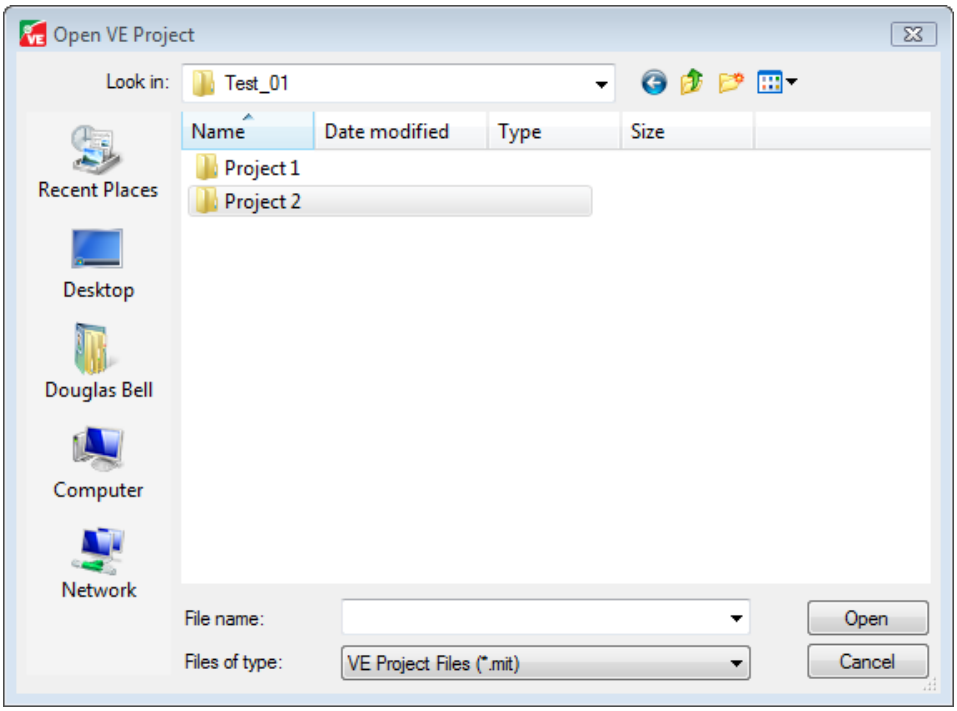


Alternatively, if you are going to be working with one project for a prolonged period of time you can go to your Tools>Preferences menu and tick the ‘Load most recent file’ option so that your project loads automatically every time you start the software. (For information on the other options see section 4.1)



3.3 Opening an Existing Project

You can click on the “Open project” icon on the toolbar or by clicking on the “File” > “Open Project…” item pops-up the “Project Browser” window:



3.4 Copying Projects

When you want to copy a project to another folder or to an external drive, you should use “File” > “Save As” rather than attempting to copy files through Explorer. This ensures that all the data files in the sub-directories are created in the new location.

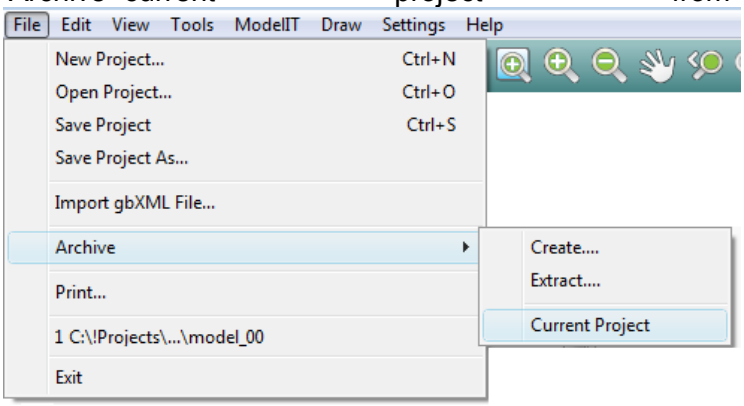
3.5 Archiving Projects

Archiving a project is used to compress the project for back-up purposes and also allows a model to be sent via email to colleagues or clients. The VE project archives are in CAB format which are basically compressed folders containing the project data. It is good practice to make regular CAB archives of your project so that you can freeze the model in its current state, make backups and recover projects than may have been corrupted.

3.5.1 Create Archive – Current Project

To create a simple archive of the currently loaded project use :

"Archive>current project" from the menu



or click the highlighted icon on the generic toolbar.

A window will then open asking the user where they wish to save the *.cab file. The user can select the name of the .cab file at this same time.

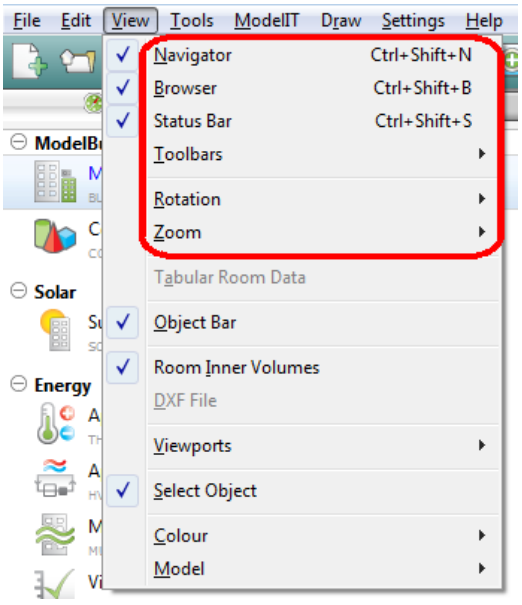
3.5.2 Create Archive – Any project

The user can also create an archive of any project at any time by selecting "File" > "Archive" > "Create Archive" and then selecting the *.mit (ModelIT) file of the project they wish to select in the pop-up window.

3.5.3 Extract Archive

In order to extract an archive the user must select "File" > "Archive" > "Extract Archive" and in the pop-up window that appears, select the *.cab file of interest, click "Extract (Browse)" and then choose the desired location of the project. The project can then be opened in the normal manner. "Extract to Folder" extracts the model to the same folder as the .cab file.

4 View Menu



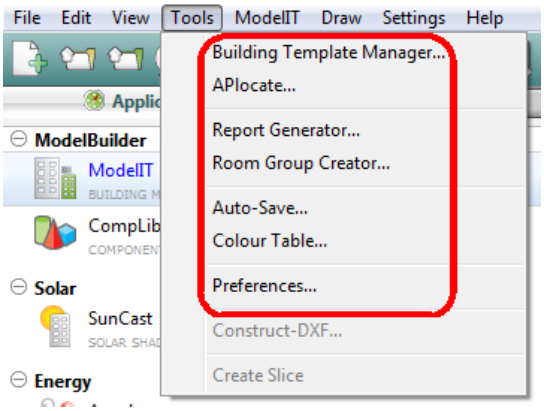
The first six options on the list in the “View” drop down menu are commands common to all modules. Options below this point are module specific and will change to suit the application you are using.

These options that are common to all applications allow you to set the toolbars to your preference and also allow you to manipulate the actual view of your model. The first four options (Navigator/Browser/Status Bar/Toolbars) allow you switch toolbars on and off.

The rotation and zoom options allow you to manipulate the model space view itself.

The Navigator and Browser options have icons on the generic toolbar (Section 2.3.4) allowing you to switch them off without having to go into the drop down menu. Similarly, the Rotation and Zoom options are available as icons on the View tools area of the Generic toolbar.

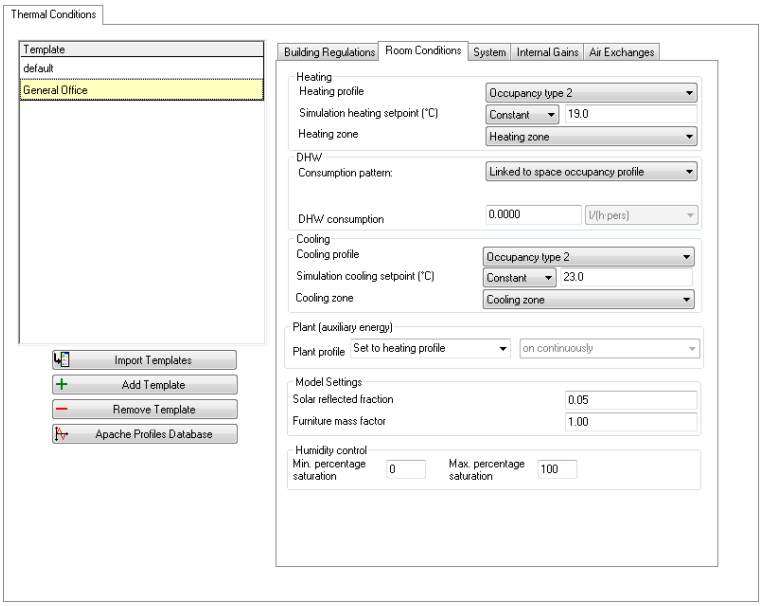
5 Tools Menu



The first seven options on the list in the “Tools” drop down menu are commands common to all modules. The options after these first seven are module specific and will change to suit the current application that you are using.

5.1 Building Template Manager

This option opens the Building Template Manager which controls templates to be assigned to the model.

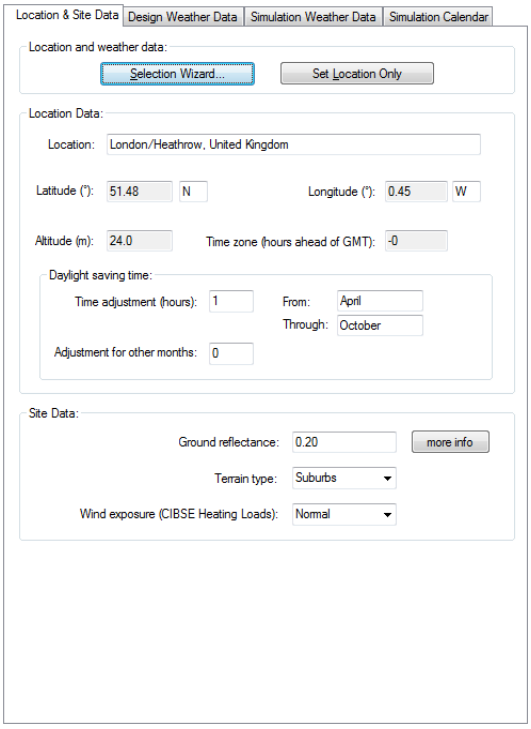


Please refer to the Building Template Manager User Guide for a detailed overview on this section.

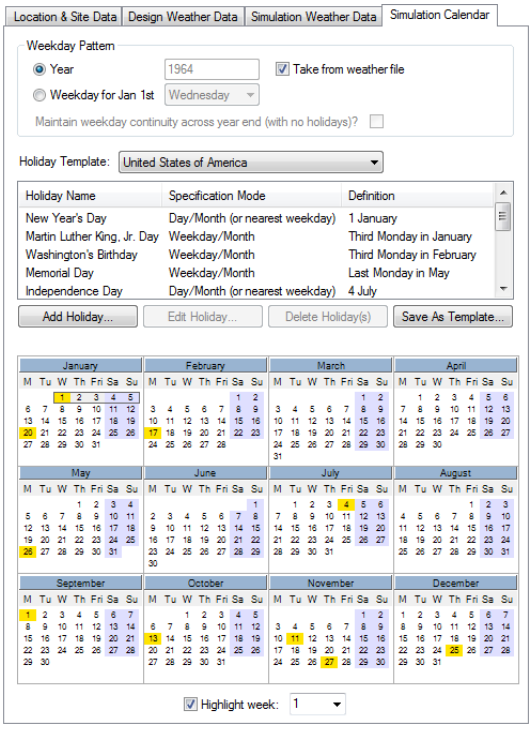
5.2 APLocate

This button activates the APlocate module which allows the user to edit data related to the site location of the model. Within APlocate we can:

- Set the site location detail
- Define design weather conditions for sizing calculations
- Select an hourly weather file for dynamic simulations
- Define holidays for scheduling profiles



Site location

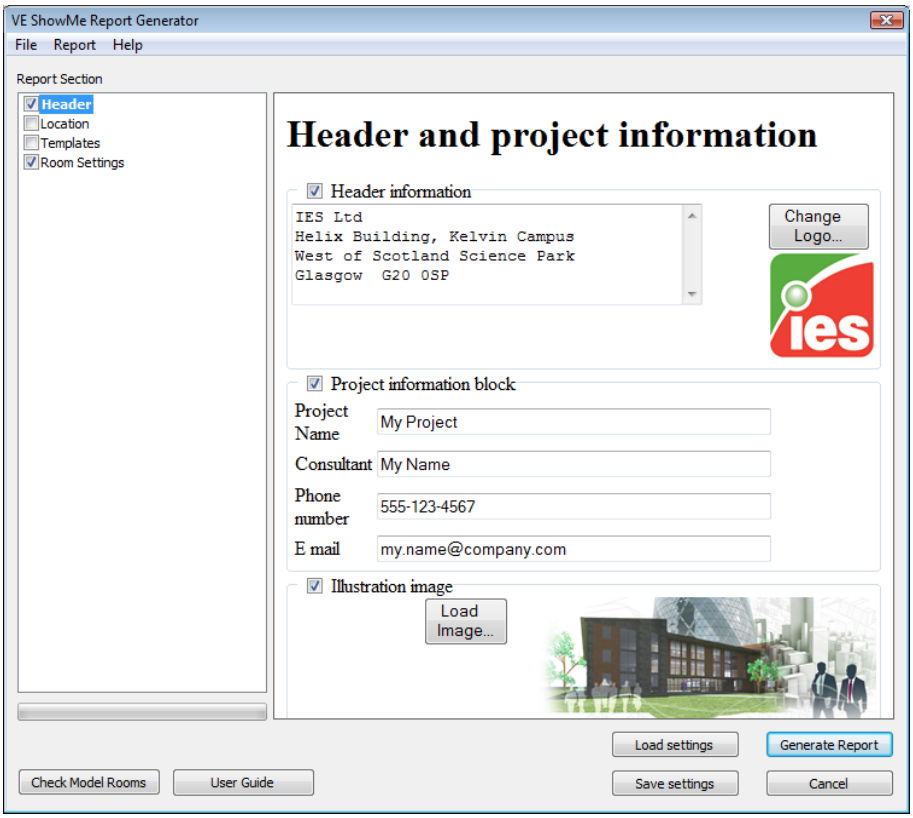


Simulation Calendar

For more information please refer to the **APlocate User Guide**.

5.3 Report Generator

The Report Generator provides a fast way of generating reports. Reports can include information relating to a single room or the entire model.



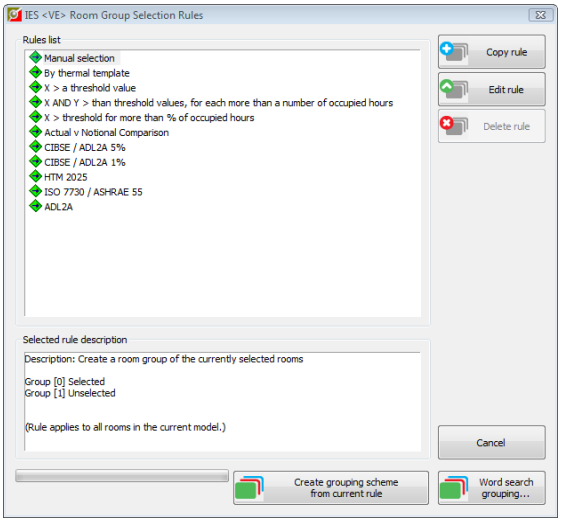
Please refer to the Report Generator user guide for more information.

5.4 Room Group Creator

The Room Group Creator allows the automated rules based creation of room groups using expressions and the results from an analysis. For example, this allows the user to automatically group all rooms with overheating during summertime.

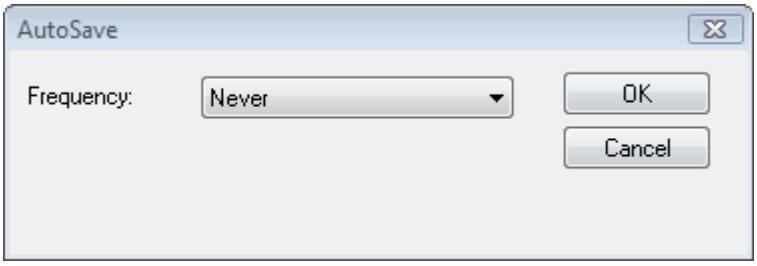
A new feature of this tool is that is allows room groups to be created and sorted using strings that the user defines. Previously rooms had to be manually selected in the model browser and dropped into the appropriate room group. Now using this tool, after the initial set up, rooms can be moved into the appropriate group by the click of a button.

For more information on how to use this tool please refer to the ShowMe user guide.


IES <VE> Room Group Selection Rules
Rules list
Manual selection
By thermal template
X > a threshold value
X AND Y > than threshold values, for each more than a number of occupied hours
X > threshold for more than % of occupied hours
Actual v Notional Comparison
CIBSE / ADL2A 5%
CIBSE / ADL2A 1%
HTM 2025
ISO 7730 / ASHRAE 55
ADL2A
Copy rule
Edit rule
Delete rule
Selected rule description
Description: Create a room group of the currently selected rooms
Group [0] Selected
Group [1] Unselected
(Rule applies to all rooms in the current model.)
Cancel
Create grouping scheme from current rule
Word search grouping...

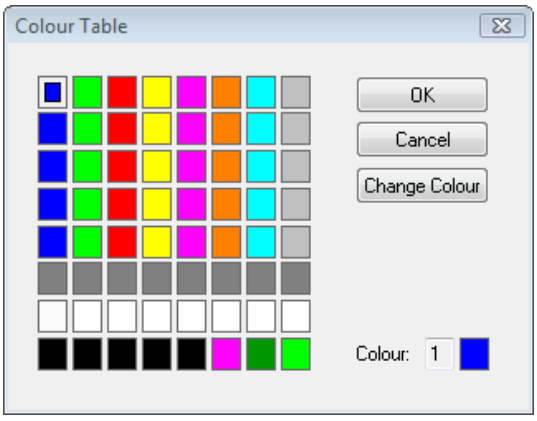
5.5 Auto-Save

This allows the user to select a time interval for the automatic saving of changes to the active project. The default is “never”, but novice users should perhaps consider if there is any advantage in having this set to update their project at one of the other time intervals.

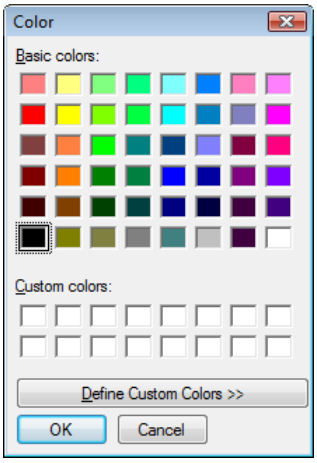


5.6 Colour Table

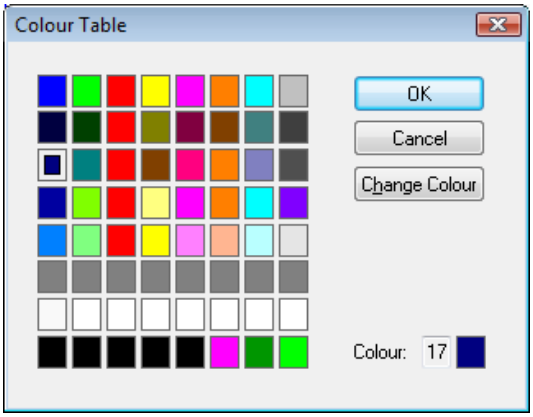
This allows the user to adjust the default colour palette to their preference. By default each project will have the following colours set up.



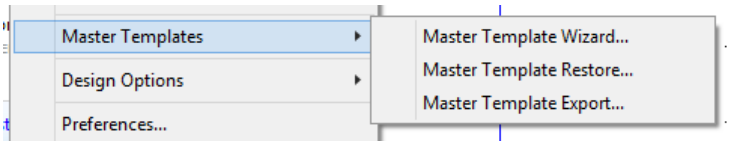
To change any colour one can either select the colour and click the Change Colour button or more simply just double-click on any of the colours to bring up the standard windows colour dialog:



Using this we can quickly define a whole custom set of colours for our project.



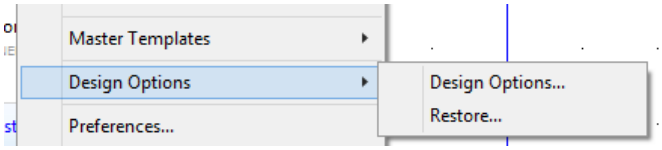
5.7 Master Templates



The Master Templates tool allows the user to import and merge VE model data from a source master template into a target project. The master template can be exported from existing projects, allowing the user to re-use previously created data sets (profiles, templates, constructions).

For more information, please refer to the Master Templates user manual.

5.8 Design Options



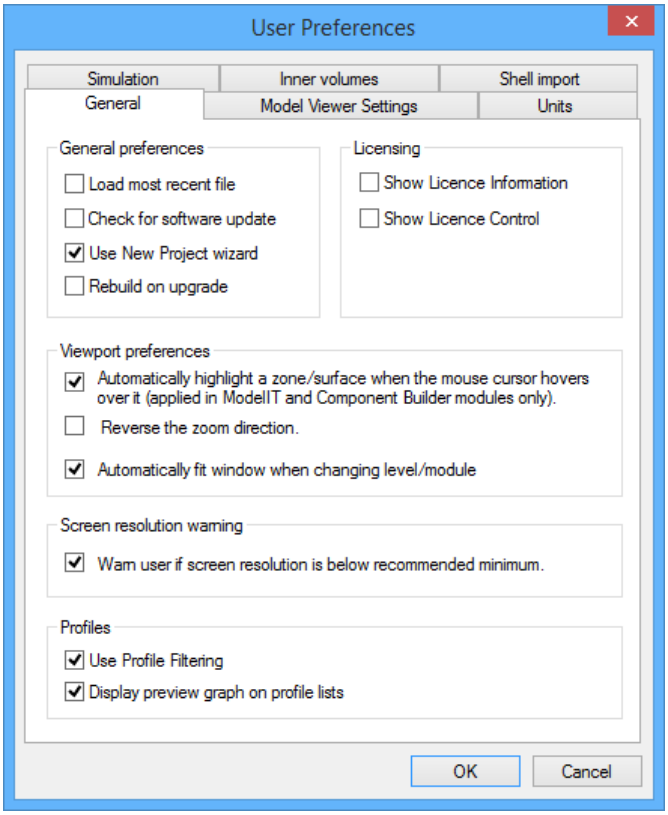
The Design Options tool allows users to rapidly define and apply high-level changes to their model. It provides a powerful filtering facility which allows users to easily apply changes to specific parts of their model.

For more information, please refer to the Design Options user manual.

5.9 User Preferences

5.9.1 General

This allows the user to select some start-up options.



General Preferences

- **Load most recent file**: When checked this will force the VE to load the project that was open when the software was last closed. See section 3.2 for more detail.

Licensing

- **Show License information**: This shows you what modules you have active in relation to your software keys. Each module you have purchased keys for will have a tick in the box indicating it is active.
- **Show License control**: This is for use when you are running network license keys to allow you to assess how many are in use and also who is using them.

Auto-highlighting preferences

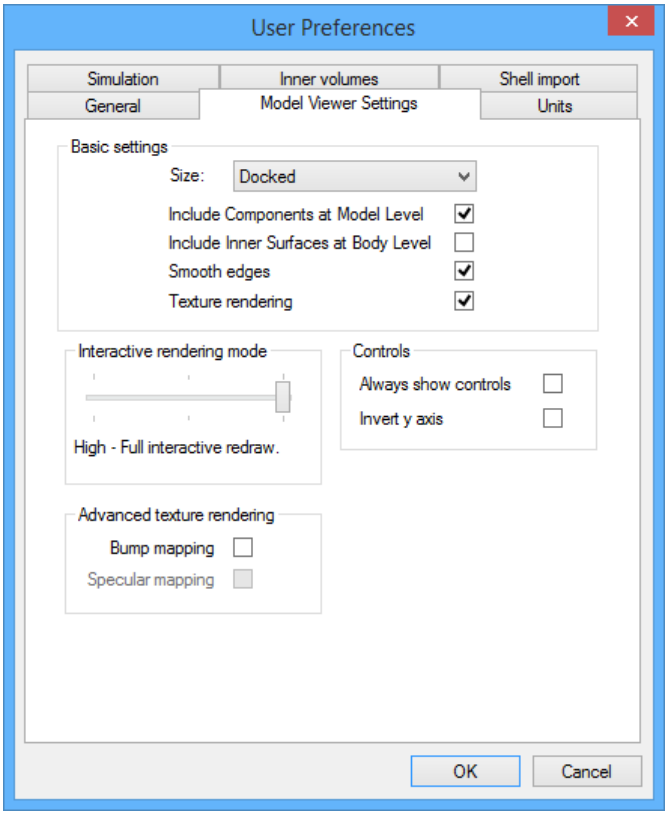
- This changes the layer colour of a room to pink when you hover over it with the cursor. It is best utilised in the axonometric view when a model is very busy to allow you determine if you are going to select the required room.

Zoom direction preferences

- This option allows you to determine the set up for the scroll wheel on your mouse so that when you zoom in and out when in the model space or in the model viewer it goes in the direction you wish.

5.9.2 Model Viewer Settings

The model view has some basic general preferences that the user can set up to their preferred requirements. To access these go to the Tools>preferences> and select the Model Viewer Settings tab.



Basic Settings

- **Size** allows the user to select whether to view the Model in “Normal”, “Full size” or “Docked” mode when the model viewer window opens up.
- ***Include Components at model level*** will allow you to view any components that have been place in your model from the component library. (NB components place in a model are mainly used for lighting projects and will have no thermal impact on a model.)
- ***Include inner Surfaces at Body level*** *feature*
- ***Smooth edges*** option refers to how the rooms render when in the model viewer.
- ***Texture rendering*** tick box allows the user to choose if they want the option of textures when in the model viewer. (For more information please refer to the modelIT user guide section 5 – Model viewer)

Interactive rendering mode

This option refers to how the software renders the users model when using the cameras in the mode viewer.

- **High Full** - interactive rendering mode
- **Medium** – Wireframe mode persists for low frame rates
- **Low** – Wireframe mode persists during interaction

Controls

- ***Always show controls:*** if you choose to have this option on, when you open the model viewer there will be a graphical user interface (GUI) displayed in the bottom

right hand corner of the viewer window which will show the controls of the cameras. This can be toggled on and off using the F2 function.

- ***Invert Y axis***: This option refers to when using the first person cameras. When you push up with the mouse it goes up, but if you invert this it will go down when you push up.

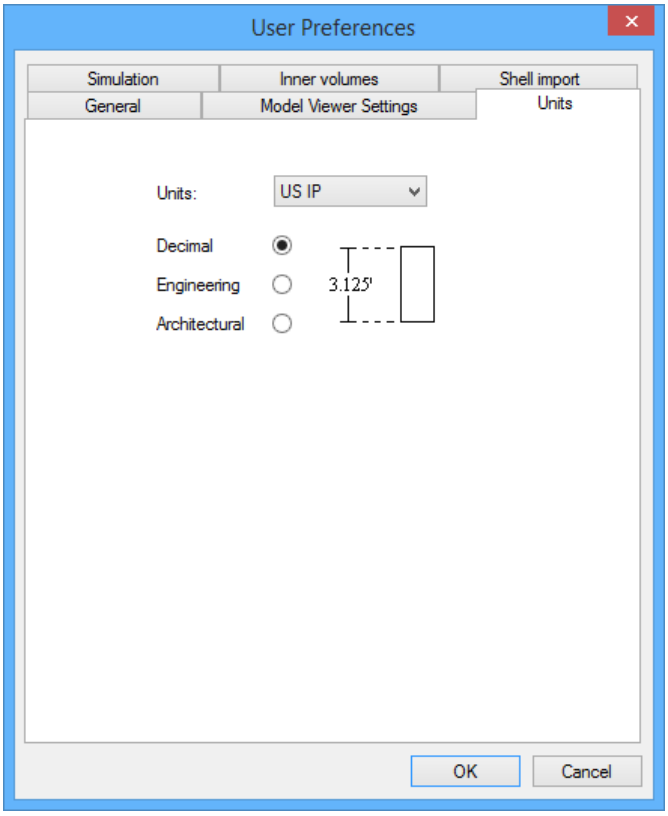
Advanced texture rendering

- Bump mapping
- Specular mapping

These two options give a more realistic display of textures when the texture option is applied in the model viewer.

5.9.3 Units

This allows the user to select the type of units used for data input and output, Metric or US IP (Inch-Pound / Imperial).



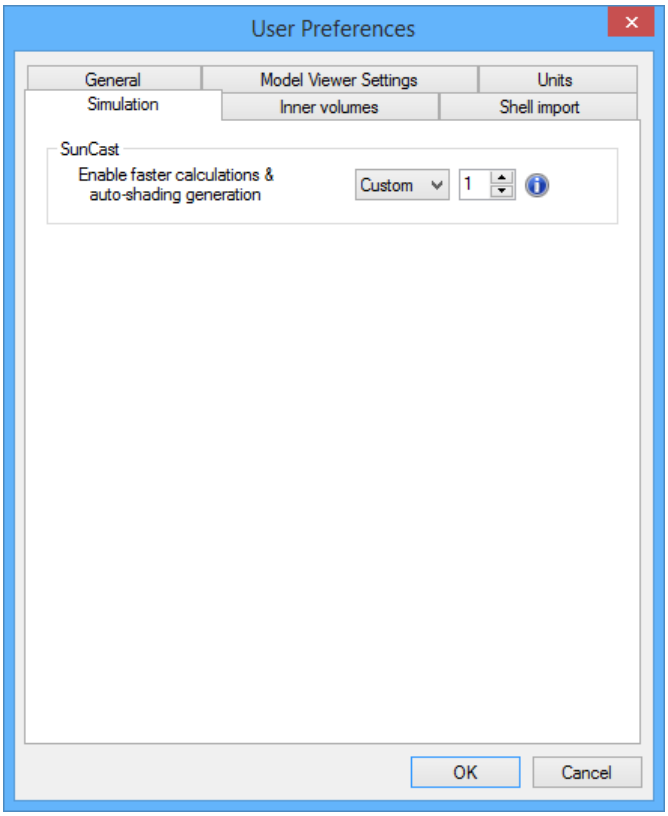
If US IP units are selected, the user must additionally specify the format used to display lengths in feet-and-inches:

- Decimal - Display feet as a decimal number, with no separate inches part:
  - e.g. 3.125'
- Engineering - Display feet and inches, with the inches part displayed as a decimal fraction:
  - e.g. 3’-1.5”
- Architectural - Display feet, inches, and fractions of an inch (longhand):

- e.g. 3'-1 ½"

Note that the user can enter feet-and-inches in any of the above formats, regardless of the display format selected.

5.9.4 Simulation

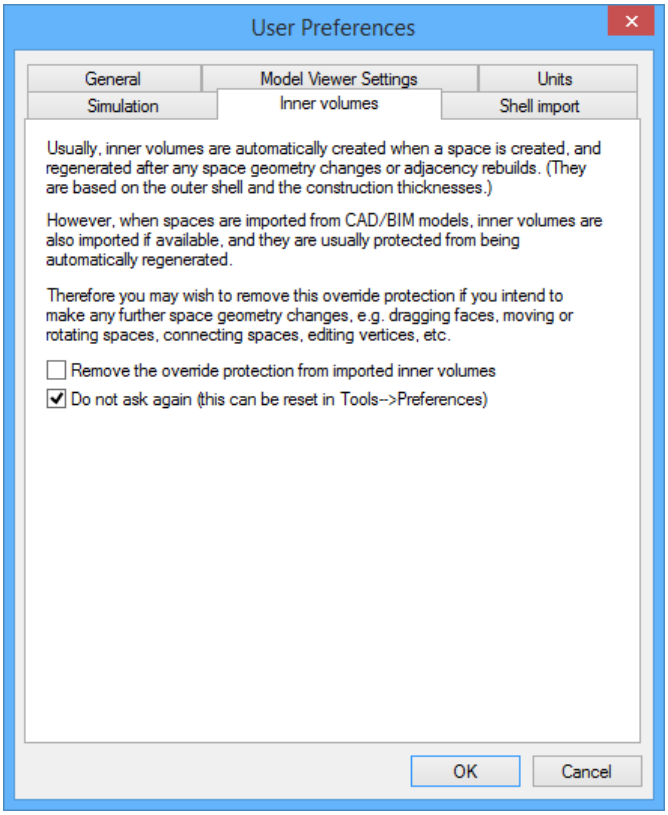


5.9.4.1 SunCast

Enable Faster Calculations & Auto-Shading Generation

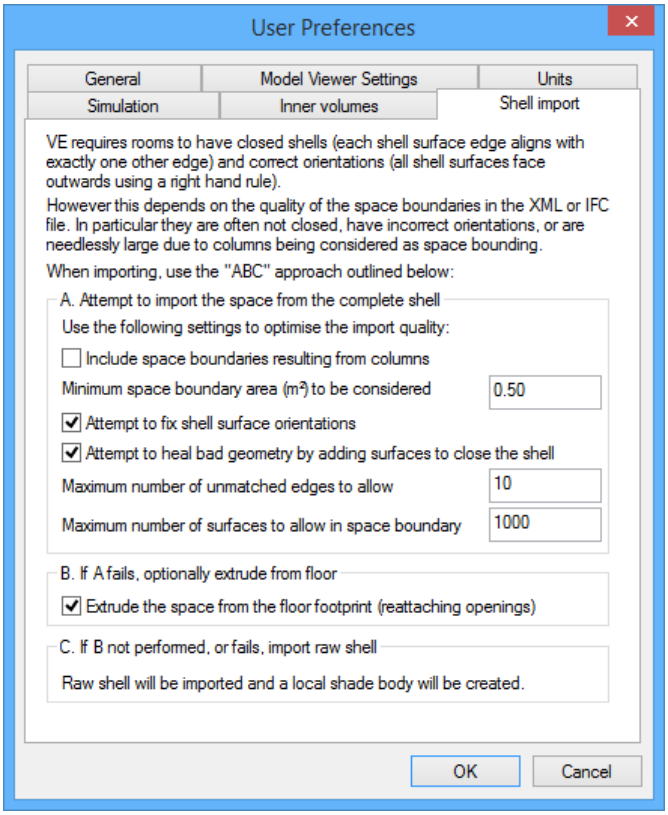
- This feature allows SunCast to use the multiple cores in your machine (if available) to calculate several time steps simultaneously.
- Doing so will greatly reduce the overall simulation time (while using more of your computer's resources).
- Each SunCast licence allows you to use up to 4 cores. Additional licences may be used to increase the number of cores used in the simulation.
- When enabled, any Apache thermal simulations that require SunCast solar shading data will automatically generate it if it does not exist.
- Note: The setting is global and applies to all SunCast runs.
- Note: To use this feature you must have a multi-core machine and Microsoft's MPI library installed. If for some reason it was not installed as part of the VE installation, or has been subsequently removed, you can download it here (VE2013FP1 onwards) or here (VE2015 onwards).
- Note: Due to the way parallel simulations are run, specifying the use of 2 cores is equivalent to using just 1 core. However the option is still quicker than turning faster calculations off completely.

5.9.5 Inner Volumes


User Preferences
General
Model Viewer Settings
Units
Simulation
Inner volumes
Shell import
Usually, inner volumes are automatically created when a space is created, and regenerated after any space geometry changes or adjacency rebuilds. (They are based on the outer shell and the construction thicknesses.)
However, when spaces are imported from CAD/BIM models, inner volumes are also imported if available, and they are usually protected from being automatically regenerated.
Therefore you may wish to remove this override protection if you intend to make any further space geometry changes, e.g. dragging faces, moving or rotating spaces, connecting spaces, editing vertices, etc.
Remove the override protection from imported inner volumes
Do not ask again (this can be reset in Tools-->Preferences)
OK
Cancel

Allows the user to set various options with regards to importing inner volumes in models from other sources such as gmXML and IFC.

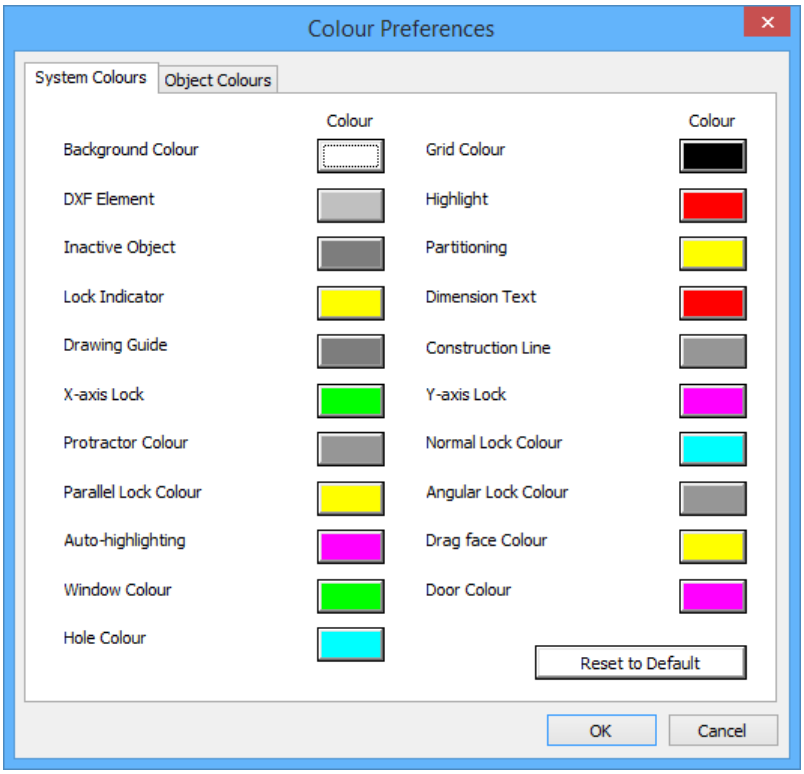
5.9.6 Shell Import


User Preferences
General
Model Viewer Settings
Units
Simulation
Inner volumes
Shell import
VE requires rooms to have closed shells (each shell surface edge aligns with exactly one other edge) and correct orientations (all shell surfaces face outwards using a right hand rule).
However this depends on the quality of the space boundaries in the XML or IFC file. In particular they are often not closed, have incorrect orientations, or are needlessly large due to columns being considered as space bounding.
When importing, use the "ABC" approach outlined below:
A. Attempt to import the space from the complete shell
Use the following settings to optimise the import quality:
Include space boundaries resulting from columns
Minimum space boundary area (m²) to be considered
0.50
Attempt to fix shell surface orientations
Attempt to heal bad geometry by adding surfaces to close the shell
Maximum number of unmatched edges to allow
10
Maximum number of surfaces to allow in space boundary
1000
B. If A fails, optionally extrude from floor
Extrude the space from the floor footprint (reattaching openings)
C. If B not performed, or fails, import raw shell
Raw shell will be imported and a local shade body will be created.
OK
Cancel

Allows the user to set various options with regards to importing models from other sources such as gmXML and IFC.

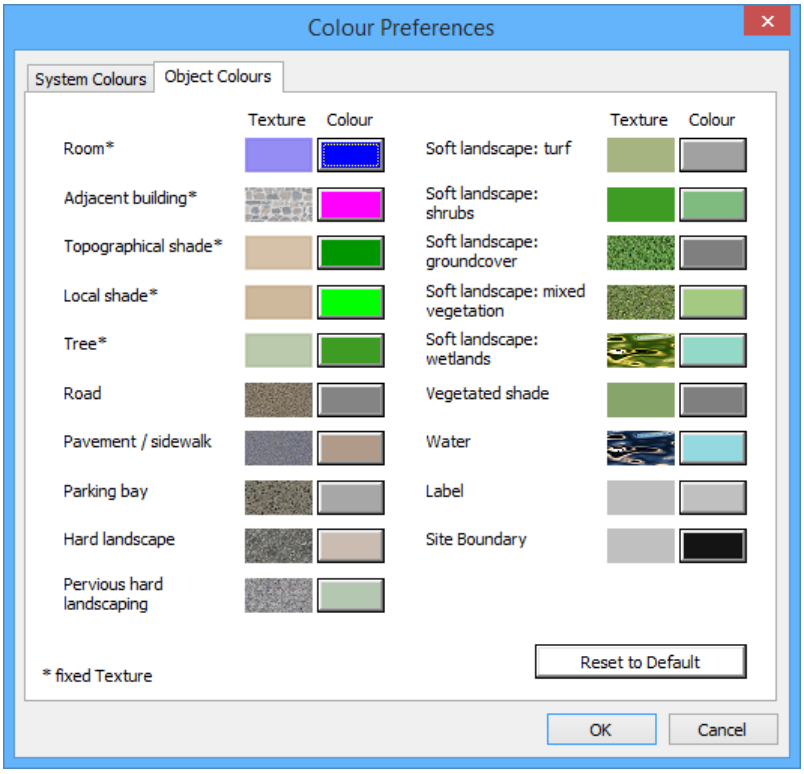
5.10 Colour Preferences

5.10.1 System Colours



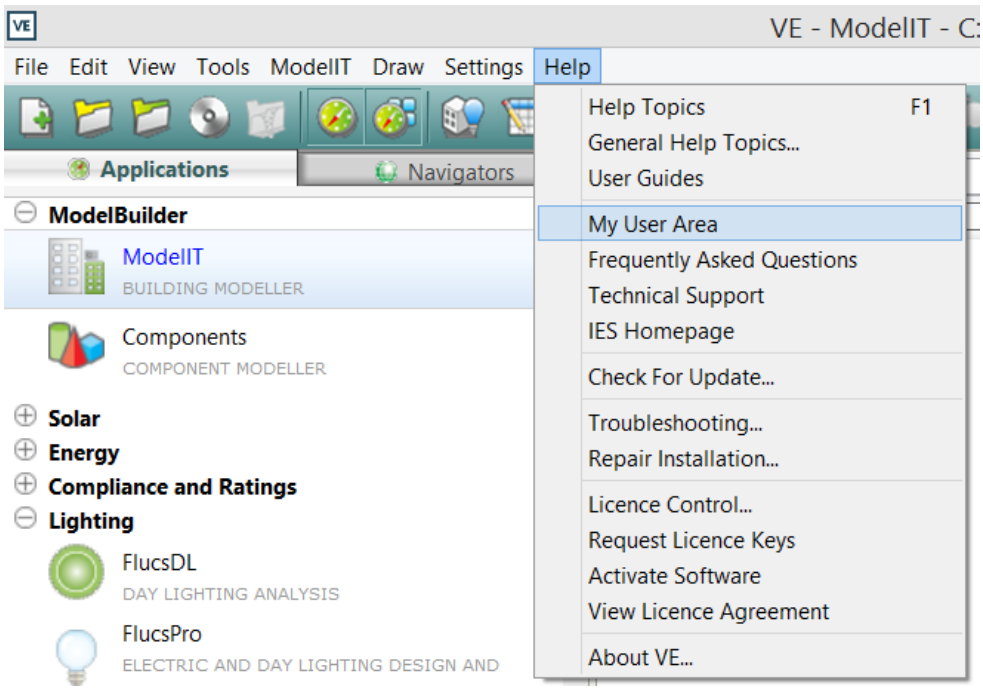
This allows the user to select which colours are active when using the software. The main use is to change the default canvas colour from white to black (and grid from black to white), but there are a number of other elements that are listed that you can change to what you prefer.

5.10.2 Object Colours



Allows you to change the default colours and textures used for all the specified object types within the VE.

6 Help Menu



6.1 Help Topics

This section allows the user to load up the online help section that relates to the application they are using at the time.

6.2 General Help Topics...

This is a basic over view of the Virtual Environment and common commands that are found in the majority of the applications.

6.3 User Guides

This area allows you chose specific user guides from a list of user guides.

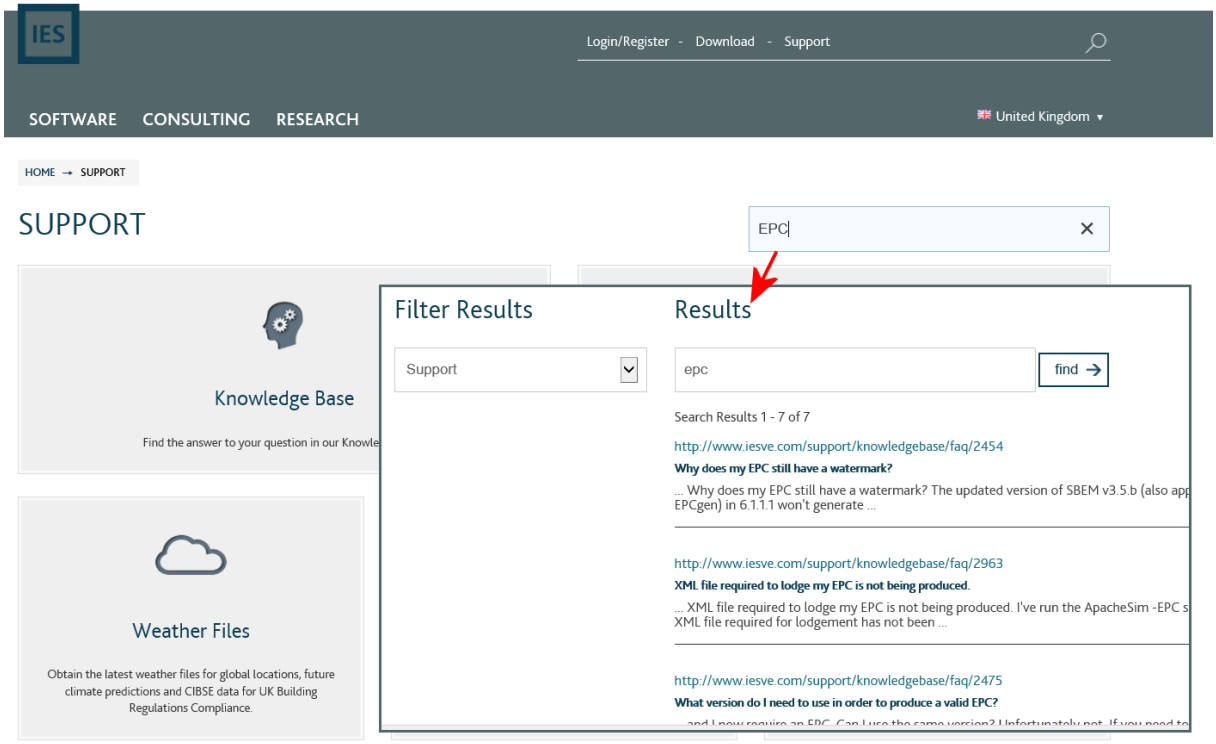
6.4 My User Area

This option takes the user to their 'User Area' on the IES website (www.iesve.com) where they can find support answers, get weather files, download updates, read the user guides, chat with the community and view their software keys.

6.5 Frequently Asked Questions

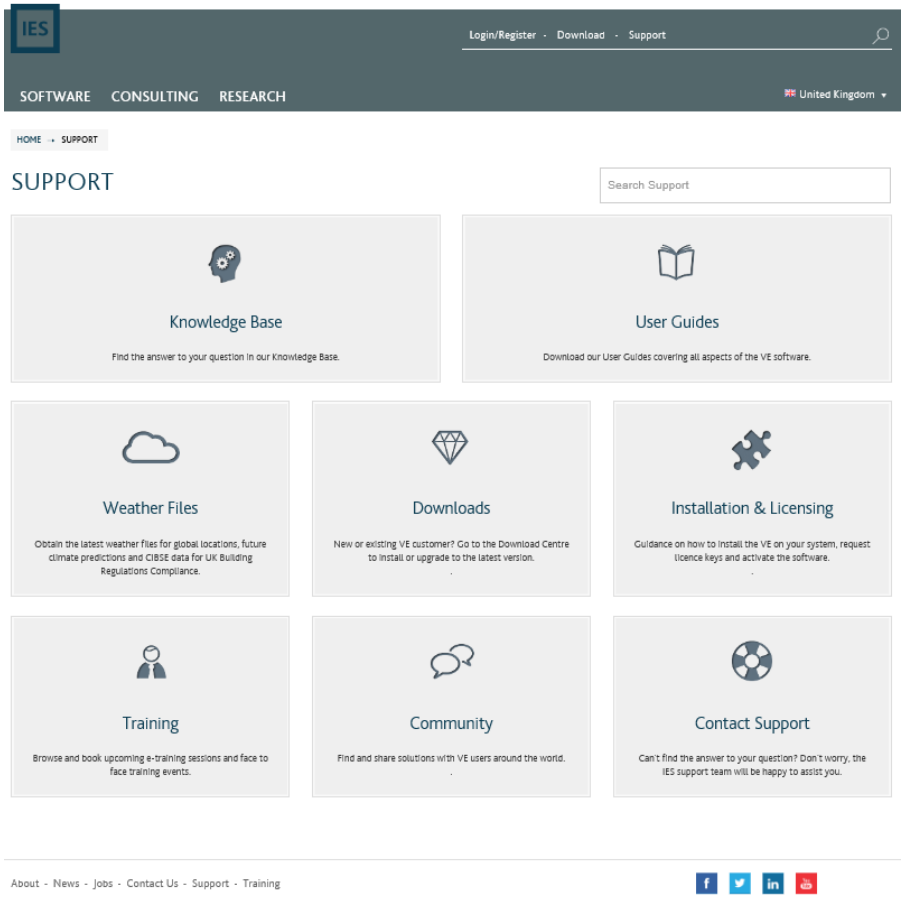
You will be taken to the IES Support Centre Knowledge Base where you can search through a large database of problems and solutions which will help you solve any issues you may be having.

Searching the knowledge base is best performed using the main suport area search feature.


Login/Register - Download - Support
SOFTWARE CONSULTING RESEARCH
United Kingdom
HOME → SUPPORT
SUPPORT
EPC
Knowledge Base
Find the answer to your question in our Knowle
Weather Files
Obtain the latest weather files for global locations, future climate predictions and CIBSE data for UK Building Regulations Compliance.
Filter Results
Support
Results
epc
find
Search Results 1 - 7 of 7
http://www.iesve.com/support/knowledgebase/faq/2454
Why does my EPC still have a watermark?
... Why does my EPC still have a watermark? The updated version of SBEM v3.5.b (also app
EPCgen) in 6.1.1.1 won't generate ...
http://www.iesve.com/support/knowledgebase/faq/2963
XML file required to lodge my EPC is not being produced.
... XML file required to lodge my EPC is not being produced. I've run the ApacheSim -EPC s
XML file required for lodgement has not been ...
http://www.iesve.com/support/knowledgebase/faq/2475
What version do I need to use in order to produce a valid EPC?

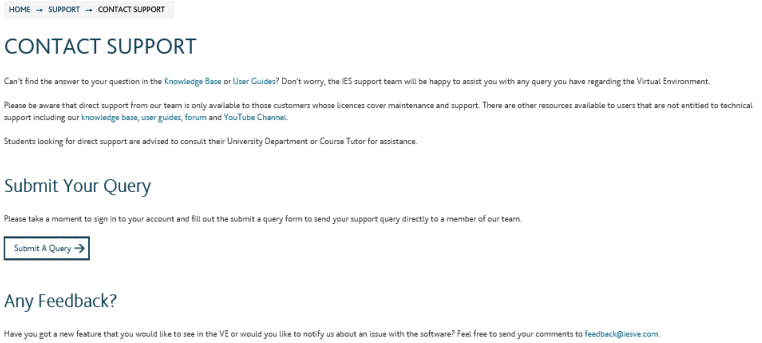
6.6 Technical Support

This will take us to the IES Support Centre where we can access the Knowledge Base (see previous section) and other support resources such as the Version Archive and the User Forum.


IES
Login/Register · Download · Support
SOFTWARE CONSULTING RESEARCH
United Kingdom
HOME » SUPPORT
SUPPORT
Search Support
Knowledge Base
Find the answer to your question in our Knowledge Base.
User Guides
Download our User Guides covering all aspects of the VE software.
Weather Files
Obtain the latest weather files for global locations, future climate predictions and CIBSE data for UK Building Regulations Compliance.
Downloads
New or existing VE customer? Go to the Download Centre to install or upgrade to the latest version.
Installation & Licensing
Guidance on how to install the VE on your system, request licence keys and activate the software.
Training
Browse and book upcoming e-training sessions and face to face training events.
Community
Find and share solutions with VE users around the world.
Contact Support
Can't find the answer to your question? Don't worry, the IES support team will be happy to assist you.
About - News - Jobs - Contact Us - Support - Training

Contacting the IES support team

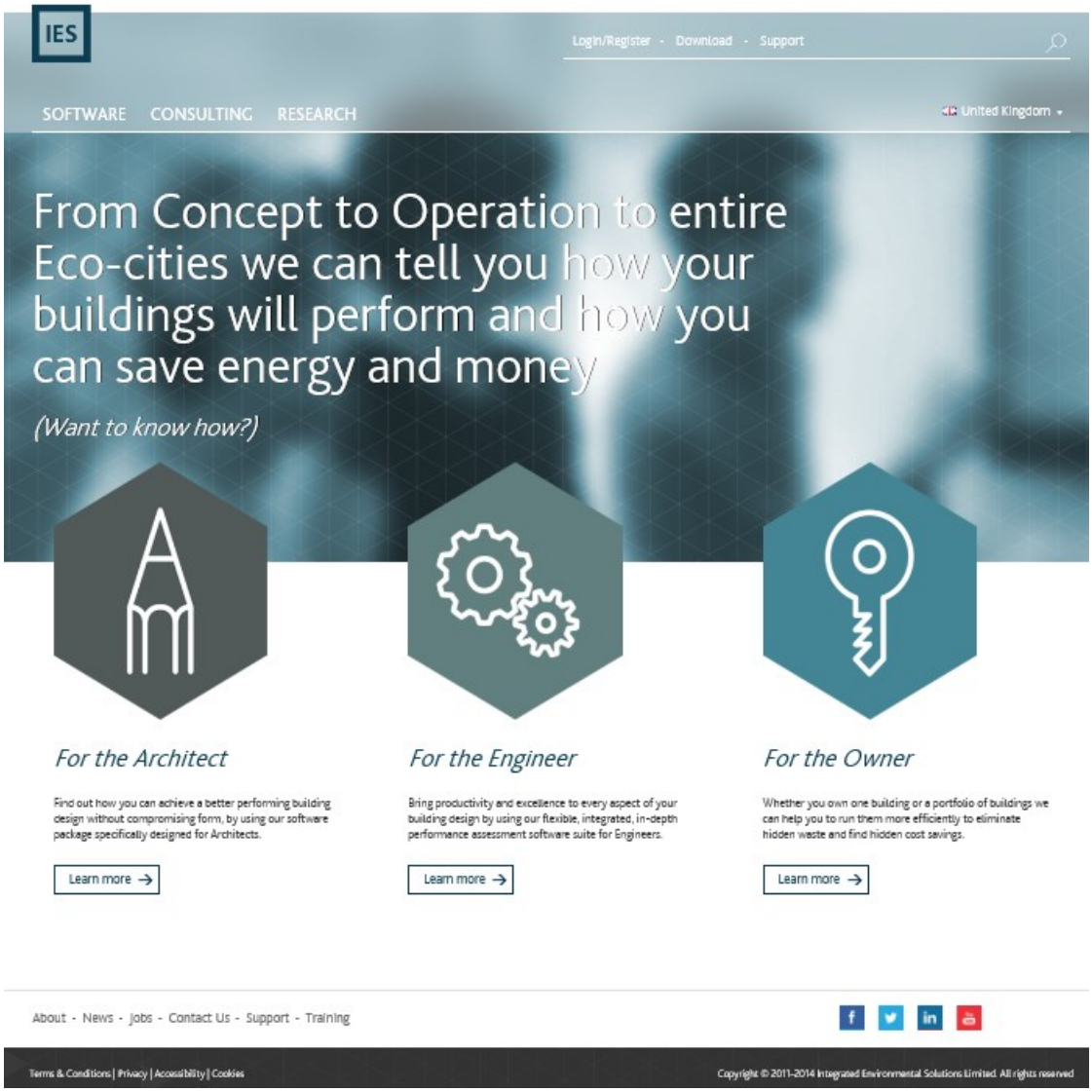
If you have purchased a maintenance and support contract they you will be able to Submit a Query to our dedicated team of support engineers.


HOME → SUPPORT → CONTACT SUPPORT
CONTACT SUPPORT
Can't find the answer to your question in the Knowledge Base or User Guides? Don't worry, the IES support team will be happy to assist you with any query you have regarding the Virtual Environment.
Please be aware that direct support from our team is only available to those customers whose licences cover maintenance and support. There are other resources available to users that are not entitled to technical support including our knowledge base, user guides, forum and YouTube Channel.
Students looking for direct support are advised to consult their University Department or Course Tutor for assistance.
Submit Your Query
Please take a moment to sign in to your account and fill out the submit a query form to send your support query directly to a member of our team.
Submit A Query
Any Feedback?
Have you got a new feature that you would like to see in the VE or would you like to notify us about an issue with the software? Feel free to send your comments to feedback@iesve.com.

This option will not be available unless you enter the Support Area via the VE Help menu and have a current maintenance and support contract.

6.7 IES Homepage

A link to the IES homepage (www.iesve.com) where the user can access information on IES; these being the software products, IES Consultancy services, the clients area latest news and contact details.


IES
Login/Register - Download - Support
SOFTWARE CONSULTING RESEARCH
United Kingdom
From Concept to Operation to entire Eco-cities we can tell you how your buildings will perform and how you can save energy and money
(Want to know how?)
For the Architect
Find out how you can achieve a better performing building design without compromising form, by using our software package specifically designed for Architects.
Learn more
For the Engineer
Bring productivity and excellence to every aspect of your building design by using our flexible, integrated, in-depth performance assessment software suite for Engineers.
Learn more
For the Owner
Whether you own one building or a portfolio of buildings we can help you to run them more efficiently to eliminate hidden waste and find hidden cost savings.
Learn more
About - News - Jobs - Contact Us - Support - Training
Terms & Conditions | Privacy | Accessibility | Cookies
Copyright © 2011-2014 Integrated Environmental Solutions Limited. All rights reserved

IES Homepage (Jul 2014)

To visit the homepage manually using your favourite browser navigate to: http://iesve.com.

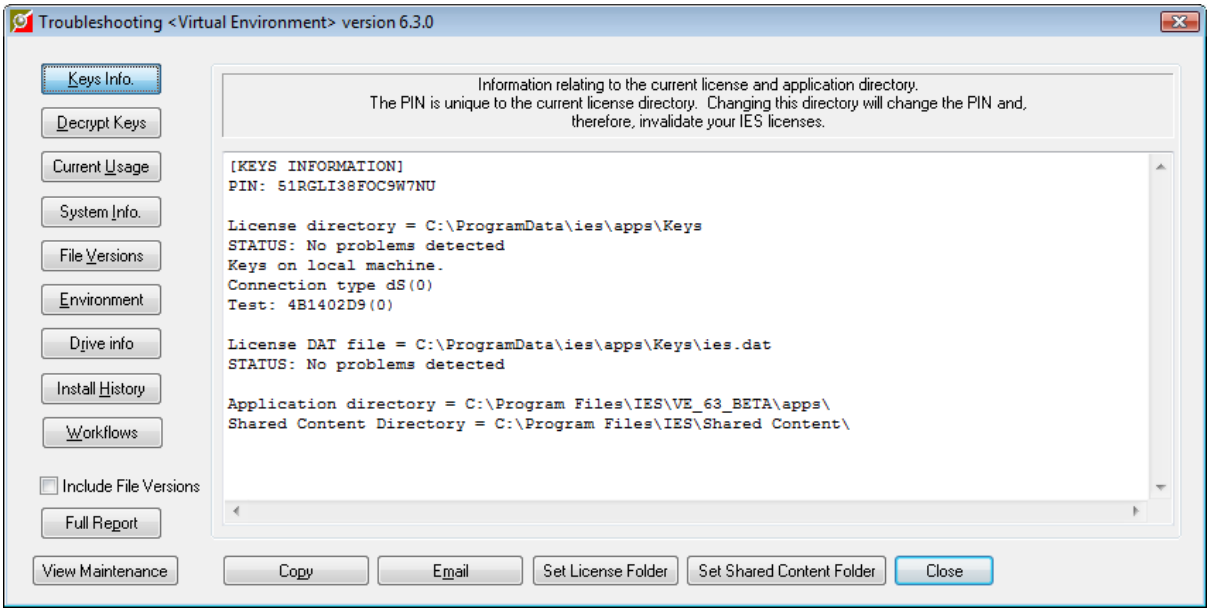
The homepage is specific to your world region so you will always get IES news and articles relevant to your area.

6.8 Troubleshooting

The troubleshooting window (Tools > Troubleshooting…) allows the user to view current system information relevant to the proper running of the virtual environment.

From here we can see:

- **Keys Info**: Where our license keys are stored
- **Decrypt Keys**: What products we have licensed
- **Current Usage**: Who's currently using the VE on our network
- **System Info**: Some information about our PC
- **File Versions**: Version detail on VE components
- **Environment**: System Environment variables
- **Drive Info**: Space available on the local hard drive(s)
- **Install History**: Info on the installations
- **Workflows**: What Navigator workflows are available to us



If you are experiencing problems and wish to contact IES for assistance, it would be advisable to generate a full report using the button provided. Once generated, you can include this report in the email.

6.9 License Control

Indicates the views available to the user based on their <VE> software keys.

6.10 Request License Keys

See section 1 on Registration.

6.11 Activate Software

For more information on this topic please refer to section 1.1

6.12 View License Agreement

This section Lists the Terms and conditions of using the Virtual Environment

6.13 About VE...

Shows you which version of the software you have installed.

7 Keyboard Shortcuts

Shortcut Keys	Description	Applications
Ctrl+A	Axonometric view	General <VE>
Ctrl+B	Back view	General <VE>
Ctrl+C	Copy selected objects	ModelIT, Components
Ctrl+E	Generate roof for selected objects	ModelIT
Ctrl+F	Front view	General <VE>
Ctrl+G	Edit glazing for selected objects	ModelIT
Ctrl+I	Mirror selected objects	ModelIT, Components
Ctrl+L	Left view	General <VE>
Ctrl+M	Move selected objects	ModelIT, Components
Ctrl+O	Rotate selected objects	ModelIT, Components
Ctrl+P	Plan view	General <VE>
Ctrl+Q	Quit and Exit <VE>	General <VE>
Ctrl+R	Right view	General <VE>
Ctrl+S	Save project	ModelIT, Components
Ctrl+T	Scale selected objects	ModelIT, Components
Ctrl+X	Attach DXF File	ModelIT, Components
Ctrl+Y	Redo	ModelIT, Components
Ctrl+Z	Undo	ModelIT, Components
Del	Delete selected objects	ModelIT, Components
Shift+A	Draw arc	ModelIT, Components
Shift+B	Open colour table window	ModelIT, Components
Shift+C	Draw cylinder	ModelIT, Components
Shift+D	Add doors	ModelIT
Shift+E	Draw extruded shapes	ModelIT, Components
Shift+F	Fit window	General <VE>
Shift+G	Open grid setting window	ModelIT, Components
Shift+H	Add holes	ModelIT
Shift+I	Open Component Viewer	Components
Shift+K	Open lock setting window	ModelIT, Components
Shift+L	Open layer property window	ModelIT, Components
Shift+M	Draw Hemisphere	ModelIT, Components
Shift+N	Add construction lines	ModelIT
Shift+O	Define grid origin	ModelIT, Components
Shift+P	Draw prism	ModelIT, Components
Shift+Q	Draw plane	Components
Shift+R	Refresh view	General <VE>
Shift+S	Draw sphere	ModelIT, Components
Shift+V	Open Model Viewer	General <VE>
Shift+W	Add windows	ModelIT
Shift+X	Remove all construction lines	ModelIT
Shift+Y	Draw pyramid	ModelIT, Components
↑ (up arrow)	Move up a docomposition level	General <VE>
↓ (down arrow)	Move down a decomposition level	General <VE>
F1	Help	General <VE>

Alt+KEY shortcuts are also available to select <VE> menu items. To use the Alt+KEY shortcuts select any menu and press the Alt key to display the available shortcuts (these menu items are underlined), then either press the underlined menu item letter or navigate the menu using the arrow keys.